

WESTWORLD EVENTS MANAGER

DISTINGUISHING FEATURES

The fundamental reason the WestWorld Events Manager position exists is to ensure the facilities, equipment, physical set-up, and labor meet the needs of the event users and contractual agreements. Work is performed in accordance with federal and state regulations and guidelines, and procurement and contract administration procedures and policies as prescribed by the City Manager's office. This class supervises the work of the Contract Coordinator and Technician and others within the WestWorld administration function. Work is performed under general supervision of the WestWorld General Manager.

ESSENTIAL FUNCTIONS

Serves as the liaison between the Event Producers/Show Managers and operating staff to ensure facilities, arena preparation, equipment, physical set-up and labor provided meet the requirements of the event.

Supervises the WestWorld Event Contracts Coordinator and WestWorld Technician. Provides staffing, scheduling, preparing staff reviews, and resolving personnel issues when required. Supports employee involvement in decision making to assist them in meeting individual goals and promotes positive employee attitudes.

Supervises all aspects of scheduled events including time, work, costs, and potential problems involved in providing and coordinating event-related services. Oversees the coordination of event setup, teardown, arena preparation, security, parking, and specialized sound and lighting. .

Communicates with customers, vendors, contractors, and City staff in order to answer questions, explain WestWorld policies, handle complaints, and oversee the coordination of activities.

Prepares written documents such as event work orders, operating procedures, and charges for billing clients.

Demonstrates continuous effort to improve event operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service

Manages fiscal resources to accomplish organizational objectives.

MINIMUM QUALIFICATIONS

Knowledge, Skills, and Abilities

Knowledge of:

Principles and practices of facility and event management

Management practices and procedures.

Event management related terminology, practices and procedures

Ability to:

Interpret City ordinances, rules and regulations, and make rational decisions in accordance with established policy.

Plan, organize and review the work of staff members to ensure conformance to standards

Review procedures and problems and develop solutions and new systems

Listen and communicate effectively with a diverse group of people

Establish and maintain effective working relationships with co-workers, supervisors, contractors, architects, engineers and the general public

Operate a PC to compose reports and correspondence

Understand and interpret City ordinances, stipulations, codes, policies and procedures and understand the logic behind them

Communicate effectively with the public, staff and co-workers

Study problems and develop innovative solutions; prepare and present effective written and oral reports

Education & Experience

Requires recent experience (3-5 years) in the operation of a general public assembly facility, or a large convention center, or fairgrounds, and a high school diploma or G.E.D., with college coursework in facility management or business management a plus. Strong customer service skills and extensive experience responding to customer requests is required. Bilingual English/Spanish skills are highly desirable. Experience coordinating equestrian events is desirable. Given the nature of the events at WestWorld, evening and weekend work is required.

FLSA Status: Exempt

HR Ordinance Status: Unclassified